

# ***DART Rider News Notice***

## ***DART First State***

*Delaware's Public Transportation Provider*

**A Division of DeIDOT**

July 8, 2009 8:50 AM

This DART Rider e-mail notice is sent to you as part of our continuing efforts to keep you aware of the services and programs we offer, and news, including service changes, rider alerts, and system improvements.

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**DART's AUTOMATED PHONE ACCESS SYSTEM** is a new way for DART paratransit customers to request, cancel, and confirm their paratransit trips. The DART Automated Phone Access (APA) system gives customers the ability to maneuver through a menu of choices that allows them to request frequently traveled trips, cancel trips, or confirm information about trips that have already been requested. The automated system allows customers access seven days a week, 24 hours a day in both English and Spanish. The system will also make outgoing calls to remind some customers two days in advance that they have a trip scheduled. The message will give them the option to cancel or confirm the trip. It will also advise customers the day before their trip if there has been a change in their pickup time. For more information, visit [AutoPhone](#)

**NEW Photo ID Cards for SCAT, Reduced Fare and Paratransit Fixed Route Riders** - You must have a new Fixed Route Free Fare Photo ID card to ride fixed route for free. You will need also a new Reduced Fare Photo ID Card and SCAT Photo ID Card in order to ride those services. **The white ID cards for riding fixed for free will not be accepted after September 1<sup>st</sup>.** If you have not gotten your new card or need information about how to acquire one, please visit [Reduced Fare Application](#) or call 1-800-652-3278, Option 3.

**Also Ride DART to Many of Delaware's Attractions, visit [BusTrips](#)**

**Need to Get There and Don't Know the Bus Route - Try DART's New RouteFinder, visit [Find My Way](#)**

**DART's Resort Services - Visit [Ride DART at the Beach](#)**

**Car & Van Pool Savings at DART's RideShare Delaware at [Share the Ride](#)**

**Turn our Bus into Your Moving Billboard – Take a Look at Transit Advertising with DART at [Direct Media](#) or call 302-994-5707**

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For more information on DART's services, please visit [www.DartFirstState.com](http://www.DartFirstState.com)

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